

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk

County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Fy Nghyf / My Ref: CM42876

Dyddiad / Date: 5th March 2020

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Councillor Jenkins

CASSC Scrutiny Committee - 16th December - Q2 Performance

Thank you for your letter dated 7th January 2020 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date. We sincerely apologise for the delay in responding.

We would like to thank members for their constructive comments and we are pleased to provide the following response to your queries below.

Strengths based approach

1. What is Strength Based Working?

In the past Social Work practice has focused on deficits i.e. what outcomes people were unable to achieve and the subsequent risks this would pose to independence. However, the Social Services & Wellbeing Act 2014 (SSWBA) has set out a new approach that builds on the already existing strengths that citizens possess. It is about moving the conversations that professionals have to "what matters". We now talk about having "collaborative conversations" and working in a "co-productive" way.

Importantly, Safeguarding is still a central tenant of what we do, as is commissioning, where needed, more formal support. However, maximising people's strengths and resources is an approach that now underpins all conversations we have with individuals, carers, families and communities. Staff

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW
Ffon / Tel: (029) 2087

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



have received training and we are working to embed the approach in Adult Services.

2. What are the changes in practice?

The SSWBA promotes an approach where the service user's voice is at the heart of what we do, and the professional system that we move in should respond in a person-centred way, moving away from being 'service led.'

We have changed the way that we assess citizens: we focus on the strengths first, trying to move away from long descriptions of medical problems, deficits and focussing on what positives the citizens have in their life. We ask the citizen "what matters to you and what outcomes are you seeking to achieve" these open questions free the individual from thinking about what services can provide and focus more on wishes, and aspirations for the future. For example, "I want to live at home", "I want to cook sometimes" or "I want to watch the rugby".

An understanding of who is best placed to meet these outcomes is also a skilled conversation, looking at the individual's resource circle: the circle may be made up of family members, neighbours and volunteers, however, they may also require carers, therapists and clinical professionals. The essence of collaborative communications is to put people at the heart of the process, giving choice and control to individuals and to co-productively support the delivery of outcomes; by building on existing networks of support to maintain or regain independence.

3. How does this impact on budget?

Connecting individuals into resources available to them within communities is important way in which we utilise the organic network of support that exist in the rich and vibrant communities of Cardiff. Undoubtedly, utilising these resources and working with individuals in a preventative way can negate the need for more costly and intrusive forms of support, this in turn allows us to use our budgets more effectively and continue to deliver increased demand for support in the future.

Well-being focussed initiatives

There are a range of resources available within the council to support people's well-being at work, from Care First, which incorporates access to counselling services, the full range of support available in on the council intranet. Supportive approaches to understanding the needs of the individual to enable them to stay in work through a range of policies.

Direct Payments

This PI is cumulative, so the figure displayed in Quarter 4 2018-19 shows the number of people who were in receipt of Direct Payments during the whole of 2018-19 (966). The figure for Quarter 1 2019-20 shows the number of people who were in receipt of Direct Payments during that quarter only (848). Comparison should be made to the equivalent quarter in the previous year to ensure that we are accounting for people in receipt of Direct Payments over the same period of time. In this case we would be comparing 848 to 802, demonstrating an increase in 2019-20. This increase continued in Quarters 2

and 3 of 2019-20.

Capacity in Day Services

LD Day Services / LD Day Opportunities,

The Joint Commissioning Strategy for Adults With Learning Disabilities 2019-2024 sets out 8 key priorities, one of the priorities is 'Work, volunteering and Day Opportunities' and there are plans to:

- Further develop complex need provision with specific emphasis on the transition age group.
- Work with 3rd sector organisations to increase the opportunities available to people for day opportunities, work and volunteering.
- Develop greater links with supported employment agencies to ensure opportunities for paid employment are available to people with a learning disability.
- Ensure our contracts for day opportunities are focused on improving outcomes for people using the service and are flexible to allow for creativity and innovation. We will assist people to find out about local community groups and activities available in their areas, and support them to get involved, working with our 3rd sector partners to facilitate friendships and relationships for people with learning disabilities and promote positive risk taking.

In relation to capacity, the Complex Day Service doesn't have a waiting list. As you'll be aware, the recent external evaluation evidenced that current provision is good practice nationally.

The services' ability to meet the needs of more people (including young people in transition and bringing people back from cut-of-county Day Opportunities placements) is limited only by the configuration of the building. The service is working on plans to create more space to support people in low sensory environments, create environments for people who may have behaviour that others find challenging, for people with a learning disability on the dementia pathway and for people with significant health needs. Progressing with the business case to build on the site will ensure that we are able to meet the needs of people coming through transition and people being repatriated from out-of-county placements.

With regard to young people transitioning from school to adult life, we have a pilot project based at Ty Gwyn and are making good progress in planning a smooth transition for young people with a learning disability who have complex support needs as well as building positive relationships with Education partners and Health.

Quality Assurance Framework

An overarching Quality Assurance framework is being developed with a view to completion by the end of March. The benefits will provide a clear and consistent approach to Quality Assurance activity across Social Services. The challenges

around capacity are being addressed through the workforce strategy. However the Quality Assurance Framework activity will highlight any systemic / capacity issues and the impact of these issues.

Regulation & Inspection of Social Care (Wales) Act

Please see attached briefing as requested.

Allocation of accommodation for vulnerable tenants

All social housing in Cardiff is allocated using the Cardiff Allocation Policy, which details how accommodation should be allocated based on the need of the applicant. This Policy takes into account various factors of an applicant's vulnerability such as disabilities including mental health issues and domestic abuse, and their current housing situation. The applicant is allocated a band accordingly.

Allocation of support for vulnerable tenants

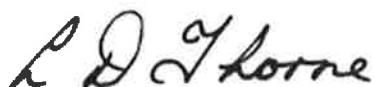
Most social landlords provide some support directly to their tenants, for council tenants for example, the tenancy sustainment team provides support to tenants who may struggle to manage a tenancy through difficulties such as mental health, substance misuse or hoarding issues. In addition, the Welfare Liaison Team provides support with money issues.

The Council also commissions floating support services which provide tenancy support to any individuals across all housing tenures, and this is allocated through the council operated Floating Support Gateway. Tenants across council, housing associations and the private sector can access this support.

Report Format

Your comments regarding the format of the reports are noted and consideration will be given to these when the reports for 2020/21 are compiled.

Yn gywir
Yours sincerely



Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau



Councillor / Y Cynghorydd Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles



CARDIFF & THE VALE
CARE & SUPPORT
REGIONAL
WORKFORCE
PARTNERSHIP

PARTNERIAETH
GWEITHLU
GŦFAL A CHYMORTH
RHANBARTHOL
CAERDYDD A'R FRO



CARDIFF & VALE SOCIAL CARE TRAINING UNIT

RISCA Update in Respect of Domiciliary Care Providers Cardiff

(All data is at 1st January 2020)

1. Numbers/percentage of care staff who are suitably qualified

720 staff currently hold a suitable qualification, which will allow them to register with Social Care Wales. Many staff have registered via the confirmed competency. There are also 630 currently undertaking a qualification. Completion time will vary from a further six months to two years for those recently signed up. Those unable to gain the full qualification in time to register will be able to register once they have completed the first part of the All Wales Induction Framework (AWIF) module. They then have leeway to re register again one year later. We continue to promote the route of 'Confirmed Competency' for registration, as well as the afore mentioned Values and Principles module of the AWIF.

2. Percentage of these who have registered

1,320 staff in Cardiff are registered with Social Care Wales (SCW). This accounts for approximately one third of the workforce. Although there has been a large increase in registration figures over the last couple of months, we remain concerned that the requirements can be met and are continuing to work with providers to meet this deadline.

3. Support offered by the Regional Training Unit & Regional Workforce Partnership Board

- Cardiff are continuing to run Registration sessions at Management Forums along with Social Care Wales and Care Inspectorate Wales.
- Regular newsletters to the social care sector regarding clarification of the different routes for registration.
- Promotion of Registration at every relevant training event and via online courses.
- We are working with Cardiff & the Vale College in providing free training on the All Wales Induction programme. (Costs covered by Cardiff and Vale Training Unit). This allows staff to sit a test and for managers then to register those passing. This has hugely increased registration figures.
- A series of Registration sessions are now available in IT suites for managers to be supported with their staff in the registration process.
- The Regional Workforce Planning Board is monitoring and advising on Registration uptake and any emerging issues via a Risk Assessment process (Situation, Background, Assessment, Recommendation, SBAR).
- Fortnightly monitoring meetings are in place to ensure progress and to forward plan.

4. Planning for the next phase of implementation, including the workforce register for adult care home workers (from April 2020).

- Engagement with individual care home managers continue, in order to raise awareness and to support registration of staff in Home & Residential Care.
- Engagement via regular Care Forums
- Awareness raising with Care Workers & Managers whilst attending other training events.
- College courses as well as individual sessions for Care Homes will continue to be promoted & provided free of charge to the sector.
- Social Care Wales have allocated a dedicated worker to support local authorities with Registration questions and to provide additional advice sessions for managers about the Confirmed Competency Route to Registration.
- Regular Registration IT support sessions have been developed by the Training Unit and CAVC and are ongoing.